

**County of Los Angeles - Department of Mental Health
Quality Improvement Work Plan Implementation Status Report
Dated 11/5/10**

Prepared by: Program Support Bureau, Quality Improvement Division

NAME OF REPORT:

CLIENT CARE COORDINATION PLAN

QI IMPLEMENTATION STATUS REPORT

The MHP recognizes the Client Care Coordination Plan (CCCP) as an essential tool in documenting the provision of quality mental health health services. Use of the CCCP is an established clinical core competency for all MHP clinicians, including clinicians involved with Specialized Foster Care (SFC). Planning for the CCCP is a comprehensive process to address goals, interventions and all services that are needed to positively impact a client's mental health issues. The CCCP was revised in April 2009 to an annual process and became a clinical documentation requirement for all MHP contract and directly operated providers.

This report will discuss quality improvement efforts regarding use of the CCCP within the MHP since the previous status report dated 10/20/2009.

Summary of Findings

The Program Support Bureau's Quality Assurance Division provides CCCP training in required clinical documentation classes as part of New Employee Orientation, a program coordinated by the Training Division, for all clinical employees. The four-hour documentation classes are held every other month. All MHP clinicians are invited to update their documentation skills in these classes, not only newly hired employees. All classes are scheduled and tracked through the Learning Net System (LNS).

Additionally, the Quality Assurance (QA) Division created a 45-minute on-line Training Module for the CCCP. This web-based learning program is available to all direct and contract providers and accessible @ <http://dmhvideo.pbworks.com/f/CCCPTrainingV7.htm>

The QA Division of the MHP provides Medi-Cal compliance monitoring reviews of contacted providers. Through this process providers are familiarized with correct CCCP clinical document requirements. When deficiencies are identified in the required completion of CCCP's, reimbursement may be denied. The QA staff, in coordination with the Training Division, provides on-site CCCP training classes when requested by MHP contract providers. The number of classes held on-site

for contract agencies has averaged 2-3 classes per month for the past 12 months.

In FY2008-2009, the State and County Performance Outcomes utilized Consumer Perception Surveys to establish a baseline measure for perception of Participation in Treatment Planning (YSS, YSS-F, and MHSIP for Adults and Older Adults). In FY 2009-2010, the State introduced a pilot to ensure statewide random sampling methodology. Cumulative data findings will be used to potentially identify areas for quality improvement, as appropriate.

Action Requested/Needed

1. Continue collaboration between QI, the Training Division and QA Division of the MHP to provide on-going training class on the core competency skills required for the CCCP.
2. Service Area QI/QA liaison staff to continue to inform contract providers about the availability of DMH's user friendly option of the web-based learning module on the CCCP.